One Touch Support v3.2 - Gateway to the Supply System

By Bonnie J. Brown, One Touch Support, Systems Administration Manager, Naval Supply Systems Command

In the spring 2002, NAVSUP introduced the One Touch Support version 3.2 system which provides Navy customers with a single Web-based point of entry to the Navy and Department of Defense supply systems for research and parts procurement. With this one site, fleet and shore users will now have access to supply chain information, product availability, purchasing power, and requisition status. The basic functions of this system are: technical screening, stock check, requisition input, and requisition status. The system follows commercial e-commerce models and is a major part of the overall NAVSUP "One-Touch" vision to be the customers' choice for best value products.

Users will find One Touch Support version 3.2 is easier and quicker to use with many help features.

One Touch Support v3.2 replaces six legacy Fleet and Industrial Supply Center Regional One Touch systems and the Global One Touch system used for the past few years. Enhancements include stock visibility from multiple DoD and commercial sources, single sign on with legacy systems, and a greatly simplified user registration process.

Users will find the v3.2 system easier and quicker to use with many help features and "mouse-over" lookups for supply data elements. The registration process is quick, requiring only contact information, social security number and date of birth to register for MILSTRIP requisitioning. This information is only used for verification and is not stored or distributed. Once in the system, a "bread-crumb trail" will provide users with quick access to recently opened pages on the portal. When preparing a MILSTRIP requisition, applicable elements are pre-entered to expedite the process. Requisitions, supply queries, and requisition status can be entered individually or with a file-text upload or batch list. User help and feedback is also only a click away.

One Touch Support users will be able to personalize their pages to include the information most relevant for their jobs in an easily accessible format. There is also a choice at entry to the system to pick low bandwidth graphics if this is necessary to achieve optimum processing of data.

Two of the most frequently used functions of the former Global One Touch and FISC Regional One Touch systems were supply queries and requisition status. These two functions are easily accessed in this version. For ease of use, a requisition can be generated any time during the technical screening or supply query function for an authorized user.
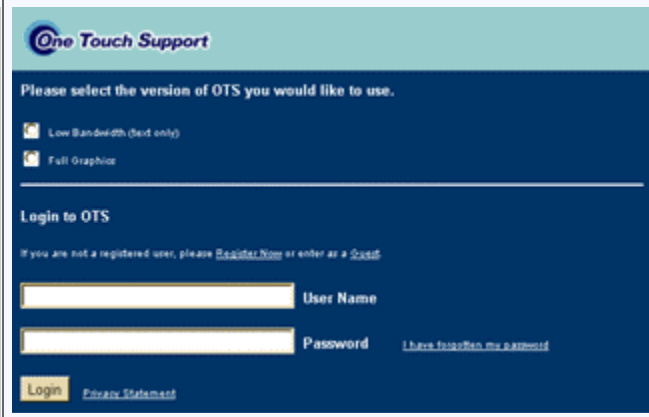
One of the objectives of the Stock Check query is "Don't Make the User Wait." Data is checked from 11 different sources, and a data screen will show which sources have responded. Sources can also be tailored by using the Advanced Search tab so you can query only the supply sources you are interested in.

Requisition Status results not only include supply action date, mode of shipment, and document ID, but with a click on the history button, you can see where the requisition has been. Links to real-time data sources such as FEDEX allow the status results to show the tracking number and who signed for the delivery. A click on the "Translation" button will generate a plain language translation of the status.

One Touch Purchasing allows the user with one click to enter the Navy E-Mall for procurement of commercial items using the Navy Purchase Card.

One Touch Support is a valuable tool for fleet expeditors, ship and shore supply personnel, equipment and maintenance specialists, and commander in chief (CINC) planners.

Ready. Resourceful. Responsive One Touch Support delivers! See for yourself at www.onetouch.navy.mil.

When signing on to the One Touch Support version 3.2 users will be able to pick low bandwidth graphics for optimum processing of data.

Bonnie Brown has been a program analyst with the Navy for 26 years. She has been with the Naval Supply Systems Command Headquarters for the past 18 years.

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